

Communication with School Staff Policy

PURPOSE

This policy explains how Woodville Primary School proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to school staff, and all parents and carers in our community.

POLICY

Woodville Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- to report a student absence, please contact the Office on 9749-2770 and follow the voice prompts to leave a message on the absence line
- to report any urgent issues relating to a student on a particular day, please contact the office on the above number and ask to be transferred or to leave a message for a particular member of staff
- to discuss a student's academic progress, health or wellbeing, please contact your child's teacher by emailing woodville.ps@education.vic.gov.au with the teacher's name in the Subject Line
- for enquiries regarding camps and excursions, please contact the organising teacher by email as above
- to make a complaint, please contact the Principal/Assistant Principal on 97492770. Please note if busy the Principal/ Assistant Principal will contact you as soon as possible. Please also refer to our Complaints Policy on the school website
- to report a potential hazard or incident on the school site, please contact the Principal and on 9749 2770
- for parent payments, please contact Deanne Hewat or Wendy Curran (Office) on 97492770
- for all other enquiries, please contact our Office by email or phone.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

REVIEW CYCLE

This policy was last updated in February 2021 and is scheduled for review in February 2024.